

To: Williams, Caroline[Williams.Caroline@epa.gov]; Mylott, Richard[Mylott.Richard@epa.gov]
From: Jenkins, Laura Flynn
Sent: Tue 8/11/2015 9:56:00 PM
Subject: FW: Top questions/comments from callers/emailers as of this morning 8/11/15

How should I respond?

Laura Jenkins

Media Officer

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From: Colaizzi, Jennifer C.
Sent: Tuesday, August 11, 2015 3:15 PM
To: Jenkins, Laura Flynn
Cc: Harrison, Melissa; Mylott, Richard; Williams, Caroline
Subject: Re: Top questions/comments from callers/emailers as of this morning 8/11/15

Do we have responses to these Qs yet? Or do we still need to draft?

Sent from my iPhone

On Aug 11, 2015, at 3:41 PM, "Jenkins, Laura Flynn" <Jenkins.Laura@epa.gov> wrote:

Melissa and Jennifer:

Below are the most common questions/themes coming from callers to the R8 Environmental Information Service Center.

- Businesses who want to help with the clean-up. Who do they contact?
- Citizens say our website seems to purposely give no EPA phone number for specific contacts in order to dodge answering questions.
- Citizens want a specific place to formally leave a comment.
- Financial Claims. “I’ve been financially impacted by the release. Who is going to pay?”
- Many press calls in general. Some calls from the press wanting to know if it’s just a phone-in press conference or will there be a place where press people can gather.
- Citizens want to know if their vacation destinations have been impacted. River rafting, etc.
- Scientists want info about specific data regarding concentrations and contaminants.
- Want specific names of who at EPA is responsible for the Gold King Mine release? Who will be fired?
- Citizens asking if drinking water is safe?

- Other government agencies asking who is the EPA contact person to answer questions.

- Overall, we have many angry, profanity filled emails and calls.

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